**Stage 3 Complaint Guidance**

To be submitted within 10 working days of the date of written notification of the decision against which you are appealing. Please note that we can only accept a Stage Three Complaint Form which is signed by the student who is complaining and/or where it has been submitted via their King’s College London email account.

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| Important Information |
| It is essential that you consult the [G31 Student Complaints Regulation](https://www.kcl.ac.uk/campuslife/acservices/academic-regulations/assets-21-22/kcl-academic-regulations-2021-22.pdf) and [our webpages](https://www.kcl.ac.uk/governancezone/students/complaints-policy) before completing this form, as it contains important information about how the College will handle your complaint and the relevant timescales. There are 3 stages under the Procedure: Stage 1 – Local Informal Resolution, Stage 2 – Formal Investigation, and Stage 3 – Appeal.  This form should be used for making a Stage 3 complaint and should be submitted to Student Conduct & Appeals via email: [appeals@kcl.ac.uk](mailto:appeals@kcl.ac.uk) |

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| Sources of Advice and Guidance |
| KCLSU Advice provides free, independent, and confidential advice and support with the appeals procedure, including discussing circumstances, completing forms, and assisting with understanding the process  Website: [kclsu.org/advice](https://www.kclsu.org/advice/)  Contact Form: [kclsu.org/adviceform](https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.kclsu.org%2Fadviceform%2F&data=01%7C01%7Ckate.harvey%40kcl.ac.uk%7Cde63bbb83c4e4133061a08d5d06dc680%7C8370cf1416f34c16b83c724071654356%7C0&sdata=nxLqkvZsu5SQ%2FTCYy80znpL878A8%2BsBXiTiWcFhng2g%3D&reserved=0)  Student Conduct & Appeals provides advice on matters concerning university regulations  Webpage: [kcl.ac.uk/appeals](http://www.kcl.ac.uk/appeals)  Email: [appeals@kcl.ac.uk](mailto:appeals@kcl.ac.uk)  Telephone: 0207 848 3989  King’s College NHS Health Centre Web:  [kclnhshealthcentre.com](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.kclnhshealthcentre.com&data=01%7C01%7Cmilena.berganska%40kcl.ac.uk%7C170bfa5a53bb4622ff6b08d823311cb4%7C8370cf1416f34c16b83c724071654356%7C0&sdata=Kf%2BhPDqgz7gIkgqXBKC6AZh5Xh6LP1q581ubn0Ajxv0%3D&reserved=0)  Telephone: 0207 848 2613  Student Services\*  Web: [self-service.kcl.ac.uk/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fself-service.kcl.ac.uk%2F&data=01%7C01%7Cmilena.berganska%40kcl.ac.uk%7C170bfa5a53bb4622ff6b08d823311cb4%7C8370cf1416f34c16b83c724071654356%7C0&sdata=lx2VhQ56tdXKXR0bMfay5n0YtkJE1StbyiOpgN6qI24%3D&reserved=0)  Telephone: 0207 848 1234  \* Student Services provide access to the Disability Support Service, the Counselling & Mental Health Service, Fees, Funding and Money Advice, International Student Support and Housing & Accommodation Support as well as other services.  Guidance on harassment, bullying and discrimination  Webpage: [https://www.kcl.ac.uk/hr/diversity/dignity-at-kings](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.kcl.ac.uk%2Fhr%2Fdiversity%2Fdignity-at-kings&data=04%7C01%7Cdillon.maxwell%40kcl.ac.uk%7Cdd54fc3388994c345c1908d97cf8613c%7C8370cf1416f34c16b83c724071654356%7C0%7C0%7C637678228495833751%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=M1Tr5dpSM5PYVAXe1s7Pvw9nBblEQiJtUQvwTpFJIr4%3D&reserved=0)  University Regulations  Website: [kcl.ac.uk/campuslife/acservices/Academic-Regulations/index.aspx](https://www.kcl.ac.uk/campuslife/acservices/Academic-Regulations/index.aspx)  You may also wish to consider contacting your Personal Tutor or Course Representative for support. |

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**Stage 3 Complaint Form**

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| 1. Your Details | |
| Full Name |  |
| Student Number (the number on your King’s ID card) |  |
| Programme of Study |  |
| Department/Faculty |  |
| Year of Study | Undergraduate Postgraduate |
| Personal Tutor/Supervisor |  |
| Alternative Email |  |

If you have supplied contact information which is different to the details currently held by the College please update your Student Record as soon as possible by following this link: [http://mykcl.kcl.ac.uk](http://mykcl.kcl.ac.uk/)

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| 1. Your Appeal |
| Please indicate which of the criteria your appeal is based on.  **Regulation G31.31(a)**  That there is new evidence that could not have been, or for good reason was not, made available at the time of the investigation by the Head of Student Conduct & Appeals and that sufficient evidence remains that the complaint warrants further consideration.  *If appealing under this ground, please ensure that you have provided all of the following: -*   * *New information which has not previously been considered;* * *A sufficient reason and evidence why you, for good reason, were not able or willing to provide this new information at an earlier stage of the process; and* * *A sufficient reason/evidence to explain why your Complaint Appeal merits further consideration.*   and/or  **Regulation G31.31(b)**  That evidence can be produced of significant procedural error on the part of the College in investigating the complaint, and that sufficient evidence remains that the complaint warrants further consideration.  *If appealing under this ground, please ensure that you have provided all of the following: -*   * *Clear evidence of a significant procedural error on the part of the College in investigating your complaint; and* * *A sufficient reason/evidence to explain why your Complaint Appeal merits further consideration.*   and/or  **Regulation G31.32**  Any other ground, including compassion (please specify the ground).  *Please specify:* |
| 1. Your Appeal |
| Please set out the main points of your appeal. If you need more space, continue on a separate sheet of paper, which should be securely attached to this form, and clearly marked with your name and student number. |

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| 1. Supporting Evidence |
| If you are submitting documentation with your appeal, please list below each piece of documentation you have attached to this form. If you are referring to publications or legislation, please include the specific sections, rather than attaching the entire document. Please note that submitting significant documentation may result in the Vice Principal (Education) requiring extra time to consider your complaint. |

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| 1. Desired Outcome |
| Please briefly explain what you would consider to be a satisfactory resolution to your complaint. |

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| 1. Declaration |
| I have read and understood the College’s G31 Student Complaints Regulation.  All information and documentation provided in/with this form is complete and represents an accurate and true reflection of the situation that led to my appeal. I understand that the submission of a falsified claim or documentation constitutes an offence under the G27 Misconduct Regulation and/or the G29 Fitness for Registration and Fitness to Practise Regulation.  I agree that my complaint may be disclosed to relevant members of the College to the extent necessary for any investigation, including any individuals who I have complained about or about whose services I have complained, and those set out in the G31 Student Complaints Procedure.  I authorise the investigating officer to consider this form and any relevant information held by the College to the extent necessary for the consideration of my complaint.  I give permission for the College to seek verification of the authenticity of any statements or evidence provided with this complaint.  If I choose to share this appeal/issues relating to this case in the media or on social media, I agree that I waive my rights to this information being kept confidential in so far as the College reserves the right to respond in an appropriate manner with due care and attention to any allegations which I make  Student signature:  Date: |